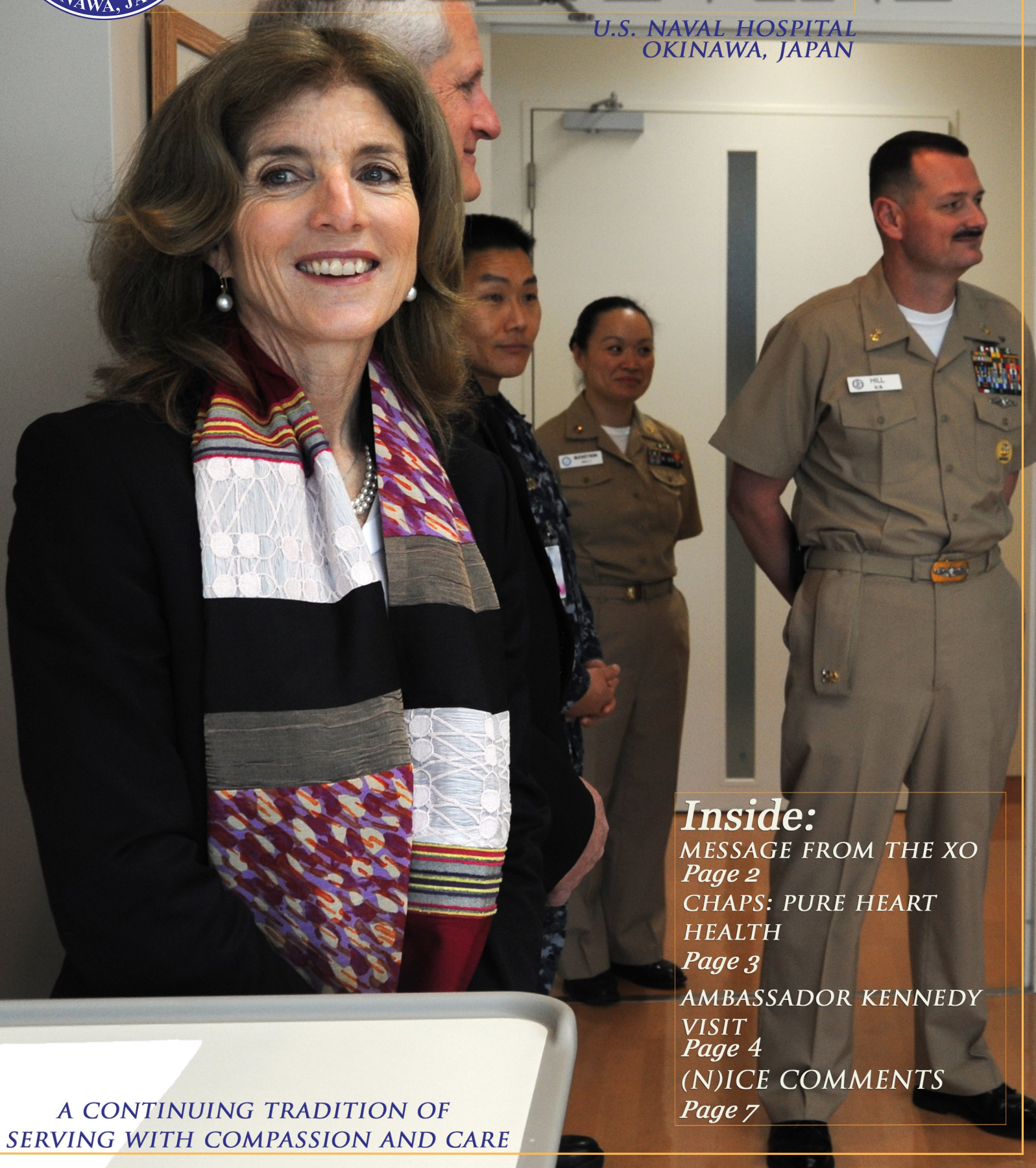




FEBRUARY 2014

THE GRAPEVINE

U.S. NAVAL HOSPITAL
OKINAWA, JAPAN



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A CONTINUING TRADITION OF
SERVING WITH COMPASSION AND CARE

XO's Perspective: A Culture of Safety

Captain Rick Freedman, Executive Officer, U.S. Naval Hospital Okinawa

U.S. Naval Hospital Okinawa is the Navy's largest overseas Military Treatment Facility and as such, our operations are tightly controlled and governed by a myriad of regulatory bodies and governing agencies. Our hospital is inspected on a routine and ongoing basis by several organizations, including the Joint Commission, U. S. Food and Drug Administration, College of American Pathologists, and the Bureau of Medicine and Surgery (BUMED) Inspector General, just to name a few. While we have always excelled, ensuring that we are inspection ready at all times is one of the main responsibilities we have as the guardians of the health and safety of our beneficiaries.

However, ask any of our over 1,300 staff members if we are preparing for the next inspection and they should answer with a resounding "NO". We are never preparing for the next inspection, we are preparing for the **next patient**. We are absolutely committed to ensuring the highest levels of safety and quality for all whom we serve.

In January of this year, the



Navy Surgeon General reaffirmed his vision for Patient Safety and Quality as a strategic priority for Navy Medicine and launched a new Culture of Safety initiative. One of the first steps in this journey is to ensure that every staff member feels empowered to immediately and vigorously speak up or express opinions if there are any concerns whatsoever about the care being delivered. To ensure we foster this proactive and protective environment for the patient, USNH Okinawa will focus on:

- Weekly leadership Patient Safety rounds
- A reinvigorated Patient Safe-

ty recognition program to highlight our best practices

- An enhanced TeamSTEPPS program focusing on high-risk areas.

To assess our progress in shifting and sustaining this culture change, our patient safety team will randomly interview staff members to gauge their perceptions of the command's commitment towards patient safety and willingness to speak up in any patient care situation. Our goal will be to ensure that all team members understand their roles as integral members of the care team and feel empowered to act and intervene at any time.

USNH Okinawa is committed to the delivery of patient centered, high quality care. We have the privilege of caring the most deserving beneficiaries in the world, and have always lived up to the responsibilities inherent in that mission, exceeding all standards of excellence for quality, safety and service. Together, we will build upon those successes and raise the bar even higher.

Will we be ready for the next inspection? Absolutely....but only because we are committed to our

MCCS Okinawa TOURS+ Events for March

Local Tours

- Urashima Dinner Theater , March 7
- Whale Watching, March 8, 9, 15, 16, 22, 23 & 29
- Shuri Castle & Naha Tour, March 9
- Neo Park & Pineapple Park, March 15
- Okinawa World & Habu Museum, March 16
- Yachimun Pottery Market in Yomitan, March 22
- Northern Highlights Tour, March 23
- Japanese Tea Ceremony, March 28
- Battle Sites Tour, March 29

Off Island Tours

- Tokyo Disneyland, April 7—11
- Kyoto Tour, April 8—11
- Osaka Tour, April 9—12
- Sumo Wrestling, May 22—26

The TOURS+ office at the hospital is located on the first floor between the barber shop and the Chaplain's office. Open on Tuesdays and Thursdays from 9:00 a.m. to 5:00 p.m. Call 646-7013 (or the main office at 646-3502) for more information.

Chaps: Purity a different kind of heart health

Lieutenant Commander Russell A. Hale, Command Chaplain, U.S. Naval Hospital Okinawa

How many of you have ever seen the show *Dirty Jobs*? The show is hosted by Mike Rowe and each week he goes and tackles another dirty job. The premise of the show is that Mike Rowe goes and works for one day at a specific job. The only requirement is that it has to be something where the person gets dirty in the process of doing the job.

One of the dirtiest jobs that he had to do was being a part of the Sewer Maintenance Crew. The job was to replace a control valve in one of the holding tanks. At one point the crew had to walk through half a foot of raw sewage to repair the valve. One of the interesting parts of that episode was that at this facility there was also water purification being performed.

Later, Mike Rowe was given water from one of the interior holding tanks, after it had gone through the purification process, and asked if he thought the water was clean. It was clear and cool, so he answered yes only to find out that the water was only 98% pure. Then he was offered some of the water to drink and he decided he wasn't thirsty. How many of you would accept drinking water with two percent sewage in it? When you looked at the water it seemed fine but in reality it still was far from being pure.

This month, we at USNHO are focusing on heart health, and as your chaplain I would like to share the wisdom of the greatest of all cardiologists: **"Blessed are the pure in heart, for they shall see God."** (Matthew 5:8) This literally translated is "Happy are those with cleansed hearts, they will be continuously seeing God for themselves." Briefly, I'd like to focus on the first part of Dr. J's statement – happy are those with cleansed hearts.

First, why the heart? Throughout all of history, in many cultures and languages around the world, the heart is used metaphorically to represent the inner-person, the seat of motives and attitudes, the center of personality. The heart is the center of the physical, emotional and spiritual life. The heart is the center of the thoughts, passions, and desires. From the heart comes the nature of the will and the essential traits of character. The heart is the control center of the mind and will as well as emotion. We still speak of the heart in this very same sense today when we describe someone as "big hearted" or "heartless" or



"wearing their heart on their sleeve" or as "broken-hearted".

Second, what kind of purity? The Greek word that is used here for "pure" is *katharoi*. This Greek term was often used in reference to describe metals that were refined. The metal had the impurities removed to create nothing but pure metal. But more importantly, this is the same word where we get our English term **catharsis**, which is a psychology/theological term that refers to the "purification and purgation of emotions—especially pity and fear—or any

extreme change in emotion that results in renewal and restoration." When applied to the heart, the idea is that of pure motive—of single mindedness, undivided devotion, spiritual integrity, and true righteousness.

Third and thusly, a pure heart then describes a person who is spiritual and emotionally connected in honest relationships. This purity has affected every area of their life, and as such, will be reflected and visible to others from the resulting inner peace you experience. For us, like Mike Rowe above, we would not want to accept and drink the 98% pure water (with 2% sewage) so why would we accept a 98% pure heart?

Whether from a moral, ethical, or spiritual sense, cleansing your own heart, even if it is only 2% polluted with anger, hate, sadness, resentment, jealousy, doubt, fear, hurt, etc., is the only way to right relationships and the happiness that we each would love to experience daily. Make peace with yourself, with others, and with God and start living from a pure heart today.

The Grapevine

An authorized command publication of U. S. Naval Hospital Okinawa, Japan

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Ambassador Kennedy visits USNHO

Mass Communications Specialist 3rd Class William G. McCann, U. S. Naval Hospital Okinawa Public Affairs

Caroline Kennedy's first official visit to Okinawa as the U. S. Ambassador to Japan held a special meaning beyond the official objective of her trip. Along with all of the usual courtesy calls, ceremonies, high level meetings, and official functions that go with the business of international diplomacy, Kennedy was also seeing the island where her father, John F. Kennedy (JFK), had stopped for medical treatment 63 years earlier.

Her Okinawa agenda included a stop at U. S. Naval Hospital Okinawa for a tour of the facility and a meet & greet with the hospital staff Feb. 13.

After speaking to military personnel at the Camp Foster movie theater, the next order of business on Kennedy's schedule was to head over to the hospital. When Kennedy arrived at the quarterdeck she was greeted by USNHO Commanding Officer Capt. Anne M. Swap, Executive Officer Capt. Rick Freedman and Command Master Chief CMDCM Christopher Hill and given a tour of the facility.

Although her time was limited, Kennedy was able to tour the Mother-Infant Care Center (MICC) and see the Neonatal Intensive Care Unit. During her tour, she stopped to meet the USNHO Japanese Interns and the officers that administer the hospital's Japanese Physician Intern Program.

"It was inspirational to meet the Japanese interns at the Naval Hospital and wonderful to see all the great work the medical staff does to support our military families in Okinawa. And the babies were adorable!" said Kennedy.



The Japanese intern program at USNH Okinawa allows Japanese physicians to attend an internship at the hospital for a year, benefitting not only the doctors themselves, but also the patients at USNHO. The interns provide translation services in support of beneficiaries obtaining medical services in the local community. The program is also seen as an important community relations activity which fosters a positive relationship between the U. S. military and the local community.

Historical documents from the Kennedy Library show that, according to an oral history interview with JFK's younger brother Robert, in 1951 then-Congressman John F. Kennedy was on an official trip to Asia when he fell ill with a life threatening fever. He was flown to Okinawa where he was treated at Camp Mercy, the location of the U. S. Army hospital that served U. S. forces at the time. According to Kennedy, that decision saved the future president's life.

The doctors and staff at Camp Mercy did not expect JFK to make it through the night, yet he did. JFK's illness saw his temperature rise, ac-

...continued on Page 5

cording to Robert, to 106 – 107 degrees. Under the care of military doctors, defied the odds and survived what was enough to do in most men at the time.

After his close brush with disaster, JFK went on to become one of the most influential and captivating presidents in our country's history. Although his presidency was cut short by his untimely death on November 22, 1963, John F. Kennedy remains one of America's most beloved Presidents.

Before departing the hospital, Kennedy presented Swap with her personal coin and a framed copy of JFK's visa application for his 1951 far east trip, with the inscription, *"For the U.S. Naval Hospital Okinawa with gratitude and admiration for all your predecessors*



did for my father-and for all you do today – Caroline Kennedy."

Swap reciprocated with a framed photo collage of Camp Mercy during the era when JFK was treated.

Kennedy's gifts will be placed on permanent display in the Command Suite among the photographs and memorabilia documenting the rich history of U. S. military medicine on the island of Okinawa.

Even though Camp Mercy no longer exists, USNH Okinawa carries on its legacy of providing quality medical care to the U. S. military community serving on Okinawa, and occasionally, hosting a U. S. Ambassador.



Ombudsman: New USO lounge at KAB

Ms. Christine Peterson, U.S. Naval Hospital Okinawa Command Ombudsman

Friday, January 31st marked the Grand Opening of the USO AMC Sesame Street Nursery inside the Family Lounge at the AMC Terminal on Kadena.

That's right you heard me...life just became a little bit sweeter for families traveling with children through the AMC Terminal on Kadena.

Traveling can be a challenge in and of itself, much less when it involves a PCS move with children. Henry Hughes the USO Okinawa Operations Manager, and Elaine McArthur, the Manager of the USO Kadena Center recognized this hardship, and in the tradition of the time honored USO slogan of "a home away from home" they made it their mission to open this family lounge.

"The concept came about in 2012 and with the help of the countless USO volunteers and support of 18th MSG and the AMC Terminal staff, we were able to bring this idea to life for our military families on Okinawa. We could have done it without everyone's hard work and long hours including our "jack of all trades" handyman, Scott, and the talent of Molly from Mad Institutions, who did a wonderful job on her hand painted murals in the nursery" said Elaine McArthur.

Elaine was also very proud of the fact that Kadena Air Base is now the only base worldwide with 2 USO centers on

the same installation. The Sesame Street Nursery and Family Lounge will be open whenever the Terminal is open. Now, you can bring the family to a comfortable setting and relax while you are in transit. The nursery boasts a crib, changing table, and lounge chair where you can quietly read to little ones, or close the door and breast feed in private. The family lounge is a large space where the kids can pick from many Sesame Street books and DVDs to watch on the large flat screen TV. While



kids are coloring and watching

TV on one of the comfy couches, mom or dad can use the computer to print orders or use the Skype phone to call home and let the grandparents know they have arrived safely. There is even a sink where you can splash some water on your face, and wash sticky little hands.

As usual the USO has thought of all the creature comforts of home and brought them to the families of Okinawa. So, next time you are traveling with wee ones in tow...remember there is sanctuary at the USO!

Lounge hours: Daily from 6:00 a.m. —10:00 p.m. On Friday the lounge closes at 2:30 a.m. and 2:00 a.m. on Saturday. Whenever the terminal is open beyond normal operating hours, the lounge will also be open.



USNHO seeking Command Ombudsmen

U. S. Naval Hospital Okinawa is currently seeking volunteers for the role of Command Ombudsman.

The command Ombudsman serves as a liaison between the command and command families; keeps the command informed regarding the overall well-being of command families; and regularly communicates and distributes information to and from the command and command family members.

Applicant must be the spouse of a service member (officer or enlisted, active duty or reserve) currently assigned to the hospital. The ideal applicant will have experience with the Navy lifestyle,

good communication skills, and the desire to help others.

Responsibilities include information & referral, facilitating communication between the command and command families, sharing information about the Ombudsman program at meetings and functions, and providing support & assistance during disasters or crises. Time commitment is estimated to be approximately 10-20 hours per week.

For more information or to apply for the position, please send an email to NHOKIOmbudsman@med.navy.mil or call 646-7318.

(N)ICE Comments from Our Patients

ICE comments from our patients courtesy of Lieutenant Julie Anderson, U. S. Naval Hospital Okinawa Customer Relations Officer

I want to express my gratitude for to the Deployment Health Center team for their exceptional service.

HM3 Jimenez, HM1 Ahmad and Dr. Marron provided outstanding care and were very professional in every way.

I just wanted to give kudos to **HN Barton**. Her professionalism and commitment to her patients is to be emulated.

Lt. R. Lennon was outstanding! He took the time to see me without an appointment and significantly reduced my concern over my condition.

The staff of **Bush Medical Clinic**, in person, and through RelayHealth, has been fantastic! I really appreciate their friendliness and cheerful attitudes.

I want to thank **LT Burney, RN Potter and RN Wirth**, and the techs **HN Sherwin & HN J. Garcia** all for making me comfortable and my surgery smooth. You truly have an awesome team working for you.

My child received care from **Dr. S. Metzger** a few weeks ago and it was the best experience we have had with any doctor here on Okinawa. What an amazing person. I will be requesting her for all of our future appointments.

Lt. Mercado is by far the BEST doctor I've ever had. She is a real blessing and I am going to bless her for it!

Thank you to the Emergency Department staff today, especially to **Lt. Cmdr. Camp** who attended my son's injury. He was very caring and professional in how he dealt with my son and I. We are grateful and appreciative of the great service we received today.

Ms. Furman and Lt. Cmdr. H. Irvine rocked! He listened to my concerns and went an extra mile. Thanks again!

Ms. Ordinario was super friendly and helpful!! Overall excellent experience!

Mr. Tighe did not have to, but he took the time even after he was transferred to another department to make sure that I was given all the knowledge I needed in the LIMDU process. This guy is definitely a great asset in this hospital.

Lt. Cmdr. Fitzpatrick was amazing. He did a wonderful job on my surgery. He was extremely attentive and took the time to assess me and make sure I was aware of all the procedures he would be doing. If I was ever in need of a surgery again, I would only hope that he would be the one performing it. Thank you Sir!!

I was cared for by **HN Nelson and RN Maxwell**. From the time I arrived in the Emergency Room I was taken care of extremely well. The staff was attentive, the nurse and doctor were super supportive and the corpsmen were wonderful. Even though my circumstances were not the best coming in I had nothing but complete confidence in my care team, PATIENT CARE WAS OUTSTANDING. THANK YOU ALL!!

I had surgery and was taken to recover in the ICU and I cannot say enough how great the patient care I received there was. The nurses on call were wonderful. I appreciate everything they did to care for me after my procedure. Thanks **ICU Staff**. Your care and dedication to your patients does not go unnoticed.

I saw **Lt. Nosek** today for an evaluation, and I was very impressed w/ both his academic knowledge of musculoskeletal complaints as well as his professional ability to assess and treat my symptoms. His efficiency, patient care skills, and high level of medical knowledge were impressive, and I am grateful to have been treated by him.

HM2 Ohene is a true professional. He was courteous and explained everything about the procedure in detail, putting my mind at ease. Thank you.

In my twelve years of experience in the Marine Corps I have never come across a PCM like **HMC Duncan**. He was very professional and knowledgeable in the performance of his duties. His knowledge in the medical field as a Chief was astonishing. Chief Duncan's performance should be an example for others to emulate.

Thank you for everything **Lt. Cmdr. Brink**, you're always so kind, gentle and soft spoken. Thank you for setting the tone in the room during my appointments.

EDITOR'S NOTE: Some of the ICE comments used in this article may have been edited for space and to ensure patient privacy.

Snapshots from around the command



Clockwise, from left: Culinary Specialist 1st Class Chad Hana and his family at his Jan. 10 retirement ceremony; Hospital Corpsman 3rd Class Bobby Ragan reenlistment Feb. 4; Hospital Corpsman 3rd Class Derek Franchetti reenlistment Feb. 25; Jan. 16 command awards ceremony; Feb. 6 command awards ceremony.

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Got News?

If you have an event you would like covered, email us or give us a call at 646-7024. Send in your news, photos and stories to the USNH Okinawa Public Affairs Office at nhokipao@med.navy.mil.